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Awards Category: Category 7: Thought Leadership

Awards Entry Number: C70041

Name of project, service, individual entering or nomination,
: Loretto Care Fullarton Service

1. Overview

Please provide a short introduction to the person, project or service. Briefly mention any aims and objectives if you think they are relevant. You must clearly outline how it relates to the [category](#) you are entering. You should answer any questions we have asked in the [introduction](#) for this award category.: Loretto Care Fullarton Service is a specialist care home for adults with Alcohol Related Brain Damage (ARBD). The service is abstinence based and designed following extensive consultation with users of services and key stakeholders in line with our model of co-production and Gold standard dementia friendly guidance. The environment was designed to afford individuals both privacy and safe social contact, with the opportunity to ensure their surroundings reflect their lifestyle, aspirations and personality.

The importance of meaningful activity in people's lives was reflected by the creation of a skilled staff team including Registered Nurses, Social Care staff and a dedicated activity co-ordinator, focussing on supporting individuals to achieve personal aspirations.

Through a strong focus on consultation and co-production, with the "Involvement and Participation committee" being the main driver, with the roles of both chair and minute taker undertaken by People We Work for, there have been a number of hugely significant achievements for the People We Work For.

Achievements include a public art exhibition of creative and expressive works from our activities and subsequent auction (raising over £500) for charity, 4 national awards recognising achievements, the introduction of pet therapy and a walking football programme encouraging community and Organisational involvement.

2. What did you do?

Please describe the work carried out and explain how it meets the [criteria](#) we have asked for in the [‘what we are looking for’](#) section for this award. Highlight any practice which was **distinctive, innovative or creative and include details of on-going work still in progress.**: The service design and approach is considered an example of excellence nationally with Organisations in Northern Ireland and Wales replicating the model. This followed the service presentation at a national conference involving addictions providers and the Welsh Government. Belfast trust has also visited the service now on two occasions to explore the learning opportunities for them to consider when designing their services to support people with ARBD.

The service management team's collaborative approach, has established the service as the go-to service for ARBD. They are trusted and inspire people with innovative ideas, making them happen and enabling others to replicate their success. By creating a dedicated team at the service we have created sustainable change and actively shared this with the Organisation and other stakeholders through various forums.

The innovative design and approach has also been shown as one of the many effective ways of

supporting individuals with cognitive impairment, with a delegation of multi-professional clinicians from Japan specialising in Dementia visiting the service, the purpose, to create a blueprint of the services approach to personalised provision and creative design for use in post-diagnostic support in dementia.

The two year Knowledge Transfer Partnership (KTP) with the University of the West of Scotland, to contribute to the body of research around ARBD, aimed to explore best practice in assessment and intervention for individuals with ARBD in specialist settings. This evidenced the specialist nature of the service positively impacted on the quality of life of individuals, increasing potential for recovery. Producing 4 academic papers, a fifth under peer review, directly contributing to the body of knowledge on evidence based practice in ARBD.

Engagement with Organisational initiatives, "We Excel" and "The Lens", promote creativity and innovation, allowing commitment and excellence to be nourished. Driven by staff aiming to improve individual's quality of life, this has resulted in interactive Pet Days, Fellowship support and creative expression opportunities being embedded in the service. Also, by securing funding for a programme of walking football, there are benefits not only the service, but citywide services and local communities.

Managed exposure to risks is crucial to people achieving positive outcomes in care and support settings. By maintaining a focus on ability and openly and honestly identifying, acknowledging and then mitigating risks for people much as possible, individuals can be enabled to grow, engage in and effectively contribute to their recovery and community in a meaningful way.

The importance of co-production is evidenced in individual's involvement in the recruitment process, with people who use services directly involved in the complete process of recruitment. This includes from firstly defining the qualities and skills that staff require to work effectively with them, to actively taking part in the interviews.

Placements for nursing students, has allowed the service to represent Care Home services as a positive career choice in Nursing, with their experience being influential in their career choice. We're also in discussion regarding potential placement of allied health professionals, including Occupational Therapy and Physiotherapy students, following discussions with the Care Inspectorate.

3. What did you achieve

Please describe and provide evidence of how the work has made a positive impact to the lives of those you have helped to support. Evidence can include research, practice, wisdom, service data or lived experience. Aim to reflect the criteria in the [‘what we are looking for’](#) section where possible.: The focus on meaningful activity and engagement has enabled individuals to achieve significant personal outcomes. Their efforts and commitment have been acknowledged through receipt of national Care Home awards from Scottish Care, for individual achievement in each of the last two years, the individual's description of the events were, "definitely the best night of my life..." and "It was the most excited and proud I've ever felt..."

The achievements that were acknowledged include a variety of activities for raising funds for various charities, these include a tandem sky dive, the completion of a sponsored cycle from Glasgow to Balloch with staff, the presentation and subsequent auction of expressive work in art, poetry and photography and the "Walk a mile" initiative to battle mental health stigma.

In addition to the charitable fund raising, individual achievements have included coming second in a national poetry competition, involvement in the Organisation's advisory board, which directly influences service and policy development and active involvement in external groups such as Focus ARBD, to actively lobby for services and others.

The evidence collated during the two year Knowledge transfer partnership highlighted the positive impact the specialist and personalised nature of the service has on individual's quality of life and health outcomes.

Individuals have actively engaged and participated in the recruitment and selection process for a

variety of staff members across the Organisation and one individual secured a work placement within our community homeless services, as he is hoping to pursue a career in care to use his life experience for the benefit of others.

Whilst these achievements are significant, the positive steps in individual recovery journeys through everyday activities are the most meaningful. With thirty individuals over the past two years reaching the most appropriate setting for their continued improvement in quality of life, through their engagement with the service. Consistently positive feedback from people on the impact the service has on their life, through annual satisfaction surveys and the involvement and participation committee, influencing the direction of the service.

We celebrate the successes and achievements of the People We Work For regularly, both by displaying them throughout the service and engaging in social events such as parties highlighting achievements, providing inspiration and hope to others.

We also have a variety of formats that we provide information through, including our interactive screens in the common areas of the service and iPads. These screens and devices allow us to accessibly display information and media for people using the service as well as visitors to the service and promote engagement with digital platforms in preparation for move on.

Working with individuals in this way, enables them to maximise the influence they exert on their lives in a meaningful way, resulting in huge steps towards improving their quality of life and in their recovery journey.

The service design, approach and its success has resulted in the model being used in the development of new services across Glasgow and has influenced new developments and initiatives in the areas the Organisation operates.

4. Why should you receive an award?

Please summarise the reasons you feel this person, project or issue deserves an award in no more than 100 words.: The consistent positive attitude and enthusiasm of staff, promotes self-belief and hope in individuals contributing to the Organisation's accreditation for Customer Service Excellence, Investors in People Gold, and Investors in Young People, Healthy Working Lives Gold and EFQM at Commitment to Excellence level.

Individual's achievements directly result from the confidence the provision of tailored one-to-one support can provide, enabling individuals to identify a goal and then have the strength and resilience to work towards achieving it.

The commitment to continuous improvement at the service is evidenced by the consistent increase in care Inspectorate grades from very good, to excellent.

